



PO Box 58429; Raleigh, NC 27658-8429

Dear Visa Cardholder:

Attached is a copy of our Automatic Visa Payment Authorization. If you choose to sign-up for this program, your payments will be posted to your Visa account once a month and then withdrawn from your Checking or Savings account one (1) or two (2) business days later. The payment will post to your Visa account approximately on the 20th of every month. **A payment message on your monthly Visa statement will tell you the exact amount and date the automatic payment will be posted to your Visa account. The current monthly payment is the responsibility of the account holder. It may take up to forty-five (45) days for the Visa Auto-Pay to be effective.**

The following payment options are available:

1. **Payment in full.** Enter outstanding balance as printed on current billing statement, less any credits or payments received by the Credit Union after the closing date.
2. **Minimum payment.** Pays the total minimum payment shown on your monthly statement reduced by any extra payment received after the statement closing date. This amount will also include over limit or past due amounts.
3. **Minimum Payment Only.** Automatic payment regardless of merchant credit.
4. **Fixed payment.** This amount must be at least 3% of your credit limit. **NOTE:** If the minimum payment due exceeds the fixed payment amount the minimum payment will be posted to your Visa account and withdrawn from your financial institution.
5. **Visa Auto-Pay.** The autopay percentage amount must always be 3% or more of the balance owed plus any overlimit or past due amounts.

If the exact amount is not available to be withdrawn from the account specified for payment, it will be returned. You will then be charged an NSF fee on your Visa account. In addition, your financial institution may charge their own insufficient fund fees to the account from where the payment should have been drafted.

Before signing the form, please read the form in full as this letter does not cover all aspects of the program. If you have any further questions, please feel free to contact our Visa Department at (919) 420-8275 or (919) 420-8189.

Sincerely,

The Visa Department

enclosures:
Visa Automatic Payment Authorization
Amendment to Visa Electronic Funds Transfer Disclosure

Visa Auto-Pay

Cardholder Automatic Payment Authorization

By signing this amendment, you are authorizing Coastal Federal Credit Union to make automatic monthly withdrawals from either your financial institution Savings or Checking account to satisfy or partially satisfy the balance owed on your Credit Union Visa card account. The amount transferred from your account will be determined by your selection of one of the four options presented below. This amount will be withdrawn from your Savings or Checking account within 1 to 2 business days after the day your payment is posted to your Visa account. It is understood that the automatic transfers will continue until the Credit Union is notified in writing by you that the transfers are to be terminated.

Primary Cardholder (please print)	Secondary Cardholder
Street Address	City State Zip
Daytime Phone	Coastal Federal CU Visa Number
Financial Institution Name To Draft	Check one: <input type="checkbox"/> Savings <input type="checkbox"/> Checking
Routing Number	Account Number

I/We authorize Coastal Federal Credit Union to automatically withdraw:

- The entire outstanding balance as printed on the current billing statement, less any credits or payments received by the Credit Union after the closing date of the statement; **or,**
- The minimum payment owed as printed on the current billing statement, including any delinquent amount; **or,**
- Minimum payment only, regardless of merchant credit; **or,**
- The lesser of a fixed whole dollar amount of \$ _____ or the outstanding balance. I understand the minimum fixed amount must be at least 3% of the credit limit of the card. If I exceed my credit limit, I am required to pay the minimum payment, plus the amount I exceeded my credit limit; **or,**
- Percentage of balance elected _____ %. The Auto-Pay percentage amount must always be greater than the calculated minimum (3%) amount due.

Regardless of the plan chosen above, the Cardholder's Visa account will be charged an NSF fee if the automatic transfer does not occur due to insufficient funds in the debited account. In addition, the Cardholder's Savings or Checking account will be charged an NSF fee if there are insufficient funds on the date that the automatic transfer is to occur.

I/We elect to have my payment withdrawn from the above account on the predetermined date each month, which is disclosed on the monthly VISA statement. All funds withdrawn will be applied to my VISA account. If this authorization is received by the Credit Union by the second business day of the month, the automatic payment will be effective in approximately sixty (60) days. However, if it is received after this date, it will not be effective until the cycle following the next billing period. I understand that I am still responsible for any amount due on my VISA account if funds are not available in my deposit account. I understand that I have the right to terminate automatic payments at any time by contacting the Credit Union in writing. I understand that if my deposit account number changes, is closed or other action is taken, I am responsible for notifying Coastal Federal Credit Union at: PO Box 58429, Raleigh, NC 27658.

VOIDED CHECK MUST BE ATTACHED TO PROCESS REQUEST

Signature

Date

Co-Applicant Signature

Date

For Credit Union Use (Forward completed form to St. Albans Visa Department)

Date Received _____ Visa Dept _____	Pre-Note Verification _____
--	-----------------------------

Visa Auto-Pay

Electronic Funds Transfer Services (EFTS) Disclosure

EFTS Errors or Questions

In case of errors or questions about your electronic transfers, telephone 1-800-868-4262 or write Coastal Federal Credit Union, PO Box 58429, Raleigh NC 27658-8429. We must hear from you no later than sixty (60) days after we sent the first statement on which the problem or error appeared. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time period.

1. Tell us your name and account number.
2. Describe the error or the transfer you are unsure about and explain (as clearly as you can) why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will report the results of our investigation within ten (10) business days from your report, and we will correct any error promptly. If more time is needed, we may take up to forty-five (45) business days to investigate the complaint or question (or up to ninety[90] days if the error involves Point of Sale debit card transaction, a transaction initiated outside the U. S., or the transaction occurred within thirty [30] days after the first deposit to the account was made). If we decide to do so, we would recredit your account within ten (10)* business days (twenty [20] business days for transactions involving an account within thirty [30] days after the first deposit to the account) with the amount you think is in error, so you will have the use of the money during the time it takes to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we will not have to provisionally credit your account while we conduct the necessary research.

If we decide there was not an error, you will be sent a written explanation within three (3) business days after the investigation is finished. You may ask for copies of the documents used in the investigation.

**If you notify us of an unauthorized Visa card transaction, other than unauthorized use of the card at an ATM, we will provide you with provisional credit for the amount of the unauthorized use within five (5) business days of receiving your notice. We may require written confirmation of the unauthorized use before providing provisional credit and may withhold providing provisional credit to the extent allowed under applicable law, if the circumstances or your account history warrants the delay.*

Your Billing Rights

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

Notify us in case of errors or questions about your statement. If you think your statement is wrong, or if you need more information about a transaction on your statement, write us on a separate sheet at the address listed on your statement. Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first statement on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights. Provide the following information in your letter:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

Automatic payments to your Coastal Federal Credit Union Visa Card account is limited to one transfer per month, in the amount of fixed payment, minimum payment or full balance. Coastal Federal Credit Union does not charge to provide this service; however, if there are not sufficient funds to complete the payment, a \$25.00 fee will be added to your credit card balance. Also, the cardholder may be charged a fee at their financial institution.

If you have authorized us to pay a credit card account automatically from your share account or share draft account, you can stop the payment on any amount you think is wrong. To stop the payment, your letter must reach us five (5) business days before the automatic payment is scheduled to occur.

**VISA Auto-Pay
EFTS Disclosure (continued)**

Your rights and our responsibilities after we receive your written notice. We must acknowledge your letter within thirty (30) days unless we have corrected the error by then. Within ninety (90) days we must either correct the error or explain why we believe the statement was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to send statements to you for the amount you question, including finance charge, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your statement that are not in question.

If we find that we made a mistake on your statement, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten (10) days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your statement. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your statement was correct.

Special rule for credit card purchases. If you have a problem with the quality of property or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right: (a) you must have made the purchase in your home state, or if not within your home state, within one hundred miles of your current mailing address; and (b) the purchase price must have been more than \$50.

These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

We will disclose information to third parties about your account or the transfer you make:

1. Where it is necessary for completing the transfer,
2. In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant,
3. In order to comply with government agency or court orders, and
4. If you give us your written permission.

These electronic funds transfers may vary in amount from the previous transfer. Your monthly statement shall serve as your notice of the amount to be transferred. You have the right to receive notice of transfers of varying amounts. We can offer this service only if you elect to receive notice when the transfer is greater than your credit limit plus three (3%) percent. Your signature on the Visa Automatic Payment Agreement indicates you have made this election.